

E-01345A-11-0224

ORIGINAL



0000130471

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99937

Date: 10/12/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Justin**

Anthony

Account Name: Justin Anthony

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Goodyear

CBR:

State: AZ Zip: 85338

is: Cellular

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

10-7-11

Justin Anthony

Goodyear, AZ 85338

Cell Phone:

Email:

Name of Utility Co.: APS

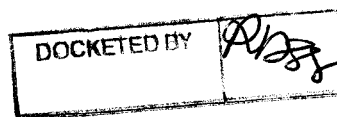
Name on Bill: Justin M Anthony

Account Number:

Company Contacted: Yes

Arizona Corporation Commission
DOCKETED

OCT 13 2011



AZ CORP COMMISSION
DOCKET CONTROL

2011 OCT 13 P 3:51

RECEIVED

I am a new customer to APS and I just received my first bill, the largest electric bill I have ever had. The fees on my bill account for 1/3 third of the amount due, that's outrageous. My main dispute is with the "delivery service charge." Basically not only am I getting charged for the amount of electricity I use but am also getting charged just because I used it. I am getting charged for the same thing twice. I was never charged a "delivery charge" the entire 6 years I was an SRP customer. It doesn't make sense how different the charges can be between utility companies when we as a consumer don't have a choice with who we can use. APS has an unfair monopoly, they are over charging their customers & their answer is if we don't like it move out of their service area. We don't have a choice but to over pay for our electricity.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. E-01345A-11-0224. closed
End of Comments

Date Completed: 10/12/2011

Opinion No. 2011 - 99937

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99933

Date: 10/12/2011

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Charles R.**

Deshaies

Account Name: Charles R. Deshaies

Home:

Street:

Work: (000) 000-0000

City: El Mirage

CBR:

State: AZ Zip: 85335

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

10/3/11

Charles R. Deshaies

El Mirage, AZ 85335

Phone (Home)

Docket you wish to comment on: APS Permanent Base Rate Increase
Case or Utility Name: APS
Position on Docket: Con

I am NOT in favor of granting APS an increase in their Base Rate. While I understand that they need to make money I believe that there may be better solutions. I have not had a pay raise in 3 years and none are anticipated. This places me on a fixed income. My fuel, food and other costs have increased by an average of 30%. I simply cannot tolerate further increases in my operating expenses!

It is my understanding that a large part of this request for a rate increase from APS is State mandate requiring APS to derive 15% of its energy from green sources. At this time these "green resources" are ineffective and more costly than "non-green resources". Therefore, it may be in the publics interest for the State to adjust its requirements.

I believe in green energy and have felt for a long time that AZ should be the leader in solar technology and the biggest user of that technology. However, as much as people like myself will never be able to employ solar energy until it is affordable. Which it currently is not. Increasing the consumer's cost of current energy will simply add more of a financial burder to an already overburdened consumer.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 10/12/2011

Opinion No. 2011 - 99933
